

May 29, 2009

TO: Victoria Alleccio

FROM: Teresa Parsons, SPHR  
Director's Review Program Supervisor

SUBJECT: Victoria Alleccio v. Department of Social and Health Services (DSHS)  
Allocation Review Request ALLO-08-066

On May 20, 2009, I conducted a Director's review conference at the Department of Personnel, 2828 Capitol Boulevard, Olympia, Washington, concerning the allocation of your position. In addition to you, Robert Swanson, Classification & Compensation Unit Manager, participated in the conference on behalf of DSHS. Keri Mizell, Human Resources Consultant, from Department of Information Services observed the conference.

### **Director's Determination**

This position review was based on the work performed for the six-month period prior to February 25, 2008. As the Director's designee, I carefully considered all of the documentation in the file, the exhibits presented during the Director's review conference, and the verbal comments provided by both parties. Based on my review and analysis of your assigned duties and responsibilities, I conclude your position is properly allocated to the Information Technology Specialist 2 classification.

### **Background**

On February 25, 2008, you completed a Position Review Request (PRR) and submitted it to the Human Resources Office at Rainier School (Exhibit B-5). You requested that your Information Technology Specialist 2 (ITS 2) position (#DD76) be reallocated to the Information Technology Specialist 3 (ITS 3) classification. The working title of your position is PC Technician. On March 11, 2008, your supervisor, IT Manager Todd Shillam, signed the PRR indicating that he disagreed with your characterization of duties and responsibilities. Mr. Shillam then wrote a Manager's Position Assessment, in which he described the duties and responsibilities assigned to your position (Exhibit B-5). The Assistant Superintendent of Rainier School, Alan McLaughlin, signed the PRR on June 30, 2008. By letter dated July 14, 2008, Mr. Swanson issued an allocation determination on

behalf of DSHS. After reviewing all of the documentation, Mr. Swanson concluded the ITS 2 classification was the appropriate fit for your position.

On September 18, 2008, the Department of Personnel received your request for a Director's review of DSHS's allocation determination. Both you and Mr. Swanson confirmed that your allocation determination letter was not placed in the U.S. mail until August 20, 2008. Therefore, your request was timely filed.

The following summarizes your perspective as well as your employer's:

### **Summary of Ms. Alessio's Perspective**

Ms. Alessio asserts her position has the assigned responsibility to independently install, configure, maintain, and support desktop hardware, software and peripheral support for approximately 400 networked computers and 200 printers at Rainier School. Ms. Alessio further asserts she sets up computers for about 1,000 staff members at Rainier School. As a result, Ms. Alessio contends the majority of her assignments are large enough to impact the entire institution, which encompasses several acres. Ms. Alessio states she is the only PC Technician assigned to deploy newly acquired computers, including the setup of printers, keyboard, and mouse for each workstation. Ms. Alessio indicates she also performs file transfers and sets up email for individual users and states she has the authority to log on as the administrator to perform related tasks. Ms. Alessio also indicates she has the assigned responsibility to handle all help tickets and go out to individual workstations to assist and troubleshoot issues for individual users. Ms. Alessio believes the level of work assigned to her position fits within the ITS 3 classification.

### **Summary of DSHS's Reasoning**

DSHS acknowledges Ms. Alessio is the PC Technician with primary responsibility for deploying computers to workstations, setting up peripheral equipment, such as keyboards and printers, and completing help desk tickets. DSHS indicates Ms. Alessio is tasked with the initial setup and configuration support for end users. In that capacity, Ms. Alessio may sign in as system administrator for certain functions. However, DSHS asserts the Windows XP operating system and any software applications have already been loaded prior to Ms. Alessio's deployment of the computers. DSHS does recognize Ms. Alessio may install computer software on an incidental basis. However, DSHS contends Ms. Alessio's responsibility is limited to individual desktop computers and does not include system or network responsibilities. Instead, DSHS indicates the Network Administrator position has responsibility for network issues and system components like switches, routers, hubs, or cables. DSHS asserts some of Ms. Alessio's duties fall within the ITS 1 class but maintains her position is appropriately allocated to the ITS 2 class because she does not work under close supervision.

### **Rationale for Director's Determination**

During the Director's review conference both you and your supervisor, IT Manager Todd Shillam (ITS 5), described the process for acquiring, configuring, and deploying computers

at Rainier School. Mr. Shillam further explained that the IT responsibility in Computer Services at Rainier School is limited to the Local Area Network (LAN). Most of the computers at Rainier School are used computers acquired through state surplus. Mr. Shillam indicated that all of the computers received from surplus meet minimum operational requirements and are functional at the time of receipt. After receiving the computers, Mr. Shillam explained that the Network Administrator position, an ITS 4, configures each machine and uses a computer based imaging system to duplicate or clone up to 12 computers at one time. Each computer contains the same Windows XP operating system, Office 2007, and Outlook. Once the Network Administrator sets up a machine, it goes into an inventory in Computer Services where your position is then responsible for taking the configured machine and deploying it out to a workstation as needed. You agreed the Network Administrator has responsibility for configuring and cloning each computer.

In addition, the two Programmer positions in Computer Services, also ITS 2 positions, are responsible for customizing internal software applications specific to Rainier School. Many software applications are available for staff to download for self installation using a wizard. You indicated that you and the Programmers work as a team, and that you may ask them to assist with problem resolution related to a particular application, since they actually program the unique applications. Mr. Shillam explained that is what he meant by escalating application problems to Programmers for resolution. Besides deploying imaged computers to workstations, you also troubleshoot issues that arise with individual users. You receive help tickets issued through the help desk as well as through telephone calls or by radio as you drive to the various departments on the grounds of Rainier School. The examples of work orders you provided support the types of issues you respond to ranging from printer problems, error messages, and lost files to new computer installation and upgrades (Exhibit A-4). Mr. Shillam clarified that when you respond to a request for new computer installation, you are deploying the imaged computer created by the Network Administrator. The examples you provided are consistent with desktop support.

### Duties and Responsibilities

The purpose of a position review is to determine which classification best describes the overall duties and responsibilities of a position. A position review is neither a measurement of the volume of work performed, nor an evaluation of the expertise with which that work is performed. A position review is a comparison of the duties and responsibilities of a particular position to the available classification specifications. This review results in a determination of the class that best describes the overall duties and responsibilities of the position. Liddle-Stamper v. Washington State University, PAB Case No. 3722-A2 (1994).

Both the Personnel Appeals Board and the Personnel Resources Board have held that because a current and accurate description of a position's duties and responsibilities is documented in an approved classification questionnaire, the classification questionnaire becomes the basis for allocation of a position. An allocation determination must be based on the overall duties and responsibilities as documented in the classification questionnaire. Lawrence v. Dept of Social and Health Services, PAB No. ALLO-99-0027 (2000). The Position Description Form (PDF) replaced the classification questionnaire.

The Position Review Request (PRR) is the document you completed to describe your assigned work. Mr. Shillam disagreed that the PRR was accurate and complete. In response to the PRR, he wrote a Manager's Position Assessment clarifying your position's assignment of work (Exhibit B-5). Mr. Shillam also completed a Position Description Form (PDF). On the PDF, your position's scope of work is summarized, in part, as follows (Exhibit B-4):

Under general supervision of the Information Technology Manager, the PC Technician follows established work methods and procedures to perform computer and peripheral support for end users on the LAN. Work involves direct customer interaction and resolving isolated and incidental computer problems, both hardware and software. More complex and system-wide problems are identified and escalated to the Network Administrators. . . . performs limited application support by assisting users with the local installation of computer programs and running minor program updates when necessary. The PC Technician also enters and responds to technical support requests in the department work order system.

The PC Technician is the primary person responsible for deployment and maintenance of computers and their peripheral devices (i.e. desk jet printers, small workgroup printers, keyboards, mice, and monitors) on the LAN . . .

On the PDF, the majority of work is described as deploying new and/or replacement computers and peripheral devices. The majority of job duties you describe on the PRR include deployment of newly acquired computers; installation and maintenance of networked printers; computer upgrades and file transfers; troubleshooting and desktop support functions. During the Director's review conference, you explained the process for file transfers involved taking files stored on the hard drive (C drive) and putting them on the network (U drive) and then from the network to the new computer using the Windows XP file transfer feature. You indicated you also set up personal email folders for users.

### Class Specifications

When comparing the assignment of work and level of responsibility to the available class specifications, the class series concept (if one exists) followed by definition and distinguishing characteristics are primary considerations.

The **Class Series Concept** for ITS classes indicates the following:

Positions in this category perform professional information technology systems and/or applications support for client applications, databases, computer hardware and software products, network infrastructure equipment, or telecommunications software or hardware.

This category broadly describes positions in one or more information technology disciplines such as: Application Development And Maintenance, Application Testing, Capacity Planning, Business Analysis and/or Process Re-Engineering, Data Base Design And Maintenance, Data Communications, Disaster Recovery/Data Security, Distributed

Systems/LAN/WAN/PC, Hardware Management And Support, Network Operations, Production Control, Quality Assurance, IT Project Management, Systems Software, Web Development, or Voice Communications.

Some of the IT functions may overlap from class to class; however, the distinguishing characteristics identify the level of work assigned to each class.

The **Information Technology Specialist 3 Distinguishing Characteristics** read as follows:

In support of information systems and users in an assigned area of responsibility, independently performs consulting, designing, programming, installation, maintenance, quality assurance, troubleshooting and/or technical support for applications, hardware and software products, databases, database management systems, support products, network infrastructure equipment, or telecommunications infrastructure, software or hardware.

Uses established work procedures and innovative approaches to complete assignments and coordinate projects such as conducting needs assessments; leading projects; creating installation plans; analyzing and correcting network malfunctions; serving as system administrator; monitoring or enhancing operating environments; or supporting, maintaining and enhancing existing applications.

The majority of assignments and projects are moderate in size and impact an agency division or large workgroup or single business function; or internal or satellite operations, multiple users, or more than one group. Consults with higher-level technical staff to resolve complex problems.

I recognize that you work with a large volume of computers because you are essentially the only PC Technician assigned to deploy computers and peripheral devices to individual workstations throughout Rainier School. This is the primary responsibility assigned to your position. In addition, you provide local technical support of computer users for individual computer workstations, including setting up and troubleshooting issues with printers, keyboards, and mice. While you may occasionally install computer software, it is not a major duty assigned to your position. In addition, configuration, installation, and maintenance of system components are handled by the Network Administrator position. Your position has not been assigned the responsibility of building or configuring computers. Rather, your position has been tasked with deploying computers and repairing, uninstalling, or replacing dysfunctional units. The impact of your assigned work is limited to each individual computer, not a larger system as a whole. The duties and level of responsibility assigned to your position do not meet the distinguishing characteristics of the ITS 3 classification.

The **Information Technology Specialist 2 Distinguishing Characteristics** read as follows:

In support of information systems and users, performs standard consulting, analyzing, programming, maintenance, installation and/or technical support.

Under general supervision, follows established work methods and procedures to complete tasks on computers and/or telecommunication software/hardware, applications, support products, projects, or databases for small scale systems or programs or pieces of larger systems or programs. Performs standard tasks such as consulting with customers to identify and analyze technology needs and problems; responding to and resolving trouble reports from users; processing equipment and service orders; coordinating installations, moves, and changes; analyzing problems for parts of applications and solving problems with some assistance; supporting and enhancing existing applications in compliance with specifications and standards; conducting unit, system or usability testing; writing specifications and developing reports; developing and conducting application, software and/or system operation training for users; or serving as part of a problem solving team addressing more complex issues. The majority of tasks are limited in scope and impact individuals or small groups. Complex problems are referred to a higher level.

The work assigned to your position fits within the level and scope of responsibility envisioned by the ITS 2 classification. You perform work in support of individual end users and provide standard consultation and assistance as it relates to using basic computer functions. You set up email and perform file transfers using Windows XP. You log in as an administrator to perform certain tasks that individual users do not have permission to perform. You respond to and resolve help tickets within your level of responsibility and identify issues that need to be referred to the IT Manager or Network Administrator.

Although examples of typical work do not form the basis for an allocation, they lend support to the work envisioned within a classification. Some typical work examples of an ITS 2 similar to your assignment of work include the following:

- Gathering customer service and equipment needs for client applications, hardware and software products, or equipment;
- Accessing and retrieving data, and analyzing problems; solving problems with some assistance;
- Processing equipment and service orders; coordinating installations, moves, and changes;
- Installing system hardware and software; performing standard and preventive maintenance;
- Providing help desk technical support and/or responding to trouble reports from users and identifying and resolving problems within their control;
- Advising users on the use of systems, hardware, and software;

- Supporting and enhancing existing applications in compliance with specifications and standards;
- Assisting higher-level analysts with larger projects;
- Training users on use of applications.

A position's allocation is not a reflection of performance or an individual's ability to perform higher-level work. Instead, it is based on the majority of work assigned to a position. Overall, the duties and responsibilities assigned to your position (#DD76) best fit within the ITS 2 classification.

### **Appeal Rights**

RCW 41.06.170 governs the right to appeal. RCW 41.06.170(4) provides, in relevant part, the following:

An employee incumbent in a position at the time of its allocation or reallocation, or the agency utilizing the position, may appeal the allocation or reallocation to . . . the Washington personnel resources board . . . . Notice of such appeal must be filed in writing within thirty days of the action from which appeal is taken.

The mailing address for the Personnel Resources Board (PRB) is P.O. Box 40911, Olympia, Washington, 98504-0911. If a party plans to file an appeal to the PRB in person, please note the following locations, based on the date filed:

***Through June 25, 2009***, you may file in person at ***2828 Capitol Blvd.***, Olympia, Washington.

***June 26 – July 2, 2009***, you may file in person at ***521 Capitol Way South***, Olympia, Washington.

***Beginning July 6, 2009***, you may file in person at ***600 South Franklin***, Olympia, Washington.

If no further action is taken, the Director's determination becomes final.

c: Bob Swanson, DSHS  
Lisa Skriletz, DOP

Enclosure: List of Exhibits

## List of Exhibits

### A. Victoria Alessio Exhibits

1. Letter requesting Director's Review dated September 18, 2008.
2. DSHS allocation determination letter dated July 14, 2008
3. Rainier School map
4. Data Track Report document with 48 page report query attached

### B. DSHS Exhibits

1. Ms. Alessio's Appeal Request Letter dated September 15, 2008
2. DOP letter dated October 3, 2008 re: Timeliness Clarification
3. July 14, 2009 DSHS allocation determination letter
4. Update PDF requested from Mgt dated July 8, 2008
5. Position Review Request-updated, received February 25, 2008
6. Information Technology Specialist 1 Classification Specification 479I
7. Information Technology Specialist 2 Classification Specification 479J
8. Information Technology Specialist 3 Classification Specification 479K
9. ITS Allocation Criteria/Decision Chart

### C. Timeliness correspondence

1. Letter dated October 3, 2008 from Teresa Parsons, re: Timeliness Clarification
2. October 21, 2008 email from Bob Swanson indicating DSHS decision mailed on August 20, 2008.
3. November 18, 2008 letter from Teresa Parsons determining Director's request is timely.